

# Health Tradition

*A Mayo Health System Choice in Wisconsin*



PO Box 188  
La Crosse, WI 54602-0188  
Phone 1-608-781-9692  
Toll-Free 1-888-459-3020

Type of Plan ..... Health Maintenance Organization  
Total Number of Members..... 28,728  
Years of Operating Experience ..... 18  
Total Number of Primary Care Physicians (PCPs)..... 380  
Percentage of PCPs Accepting New Patients ..... 90%  
Percentage of Board Certified Specialty Care Physicians..... 91%  
Number of Hospitals Affiliated with Plan..... 15  
Number of Urgent Care Facilities ..... 15  
Number of Dentists..... Provider of Your Choice  
Percentage of Dentists Accepting New Patients ..... Not Applicable


## ADDITIONAL INFORMATION

<b>Referral/Prior Authorization Requirements</b>	A member may make a direct appointment with any in-network Plan provider, primary care or specialist, without a referral. You must obtain a written referral and receive the plan's authorization before you visit an out-of-network provider. You and the provider you are being referred to will receive a confirmation of the approved referral for your records. In certain instances, the care may be limited to specific type, frequency or range of dates.
<b>Medicare Claims Procedure</b>	This plan's Medicare claim payment system is fully automated for most services; thus no enrollee involvement is required after the submission of the initial claim to Medicare.
<b>On Line Services</b>	Not available at this time.
<b>Outpatient Mental Health Network/Policy</b>	Covered services provided by a participating network provider are covered at the levels described in your schedule of benefits. All mental health and substance abuse services must be provided by a network provider. The participating network provider will seek pre-certification of services on your behalf. If you need assistance in selecting a network provider, please contact 1-877-832-1823.
<b>24-Hour Nurse Line</b>	Ask Mayo Clinic 1-877-817-0936 (toll free)
<b>PCP Restrictions</b>	It is not required that you choose a primary care provider to receive covered benefits, however the Plan encourages you to choose a provider and visit him or her for your routine care.
<b>Dental Benefits If Provided</b>	The Plan has an open dental network to allow members to go anywhere for their dental services. We will also have our Preferred Dental network available. In our Preferred Dental Network the member will not be responsible for charges in excess of the Usual and Customary Charges. In our open Dental Network coverage is limited to the Usual and Customary Charges. We encourage members to continue to see those providers with whom they already have a relationship. Coverage details available from the plan.  <b>Preventive &amp; Diagnostic</b> - No deductible, 100% coverage. <b>Basic (Restorative) Services</b> - No deductible, 80% coverage <b>Maximum Benefit</b> - up to \$500 per person per year.

## ADDITIONAL INFORMATION

### Quality Improvement Initiative

- Provide 24-hour access to reliable health information through the *Ask Mayo Clinic* nurse telephone line to assist in helping decide the right level of care for illness or injury.
- Promote healthy living programs for smokers through the *Mayo Clinic Tobacco Quitline Program*, which provides information and support for tobacco-free living.

Counties in Service Area	Hospitals in County	Major Providers in County *
Crawford	Prairie du Chien Memorial Hospital	*FSH - Prairie du Chien Clinic Kickapoo Valley Medical Clinic
Jackson	Black River Memorial Hospital	Krohn Clinic, Ltd.
La Crosse	 Franciscan Skemp Healthcare La Crosse Medical Center	*FSH - La Crosse Clinic *FSH - Holmen Clinic *FSH - Onalaska Clinic *FSH - West Salem Clinic
Monroe	Franciscan Skemp Healthcare Sparta Medical Center Tomah Memorial Hospital	*FSH - Sparta Clinic Scenic Bluffs Community Health Center *FSH - Lake Tomah Clinic
Trempealeau	Franciscan Skemp Healthcare Arcadia Medical Center Osseo Area Medical Center - Hospital	*FSH - Arcadia Clinic *FSH - Galesville Clinic Midelfort Clinic - Osseo Branch
Vernon	St. Joseph's Memorial Hospital Vernon Memorial Hospital	St. Joseph's Clinic LaFarge Clinic Hirsch Clinic Bland Clinic
Juneau	Hess Memorial Hospital	Elroy Family Medical Center Mile Bluff Clinic, LLP Necedah Family Medical Center New Lisbon Community Clinic

\* FSH - Franciscan Skemp Healthcare.

\* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.